

HMO External Independent Review Summary 2006

Disposition of
External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOI Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH OF ILLINOIS	60,611	1,278	17	13	5	0	1	7
CIGNA HEALTHCARE OF ILLINOIS INC	3,898	131	2	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	588	12	0	0	0	0	0	0
GREAT-WEST HEALTHCARE OF ILLINOIS	4,254	51	1	1	0	0	0	1
GROUP HEALTH PLAN INC	27,071	12	12	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	150,238	255	65	17	7	0	1	9
HEALTH ALLIANCE MIDWEST INC	241	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG	716,861	1,833	157	0	0	0	0	0
HMO MISSOURI INC	0	0	0	0	0	0	0	0
HUMANA HEALTH PLAN INC	107,075	441	57	9	1	0	0	8
MEDICAL ASSOCIATES HEALTH PLAN INC	3,085	30	0	0	0	0	0	0
MERCY HEALTH PLANS OF MISSOURI INC	3,479	23	0	0	0	0	0	0
NEVADACARE INC	146	39	0	0	0	0	0	0
OSF HEALTH PLANS INC	53,163	377	15	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOI	54,523	575	61	58	3	1	0	54
UNICARE HEALTH PLANS OF THE MIDWE	122,166	348	42	20	4	0	0	16
UNION HEALTH SERVICE INC	37,925	27	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	25,946	297	23	1	0	0	0	1
UNITED HEALTHCARE OF THE MIDWEST I	9,300	42	0	1	0	0	0	1
UNITEDHEALTHCARE PLAN OF THE RIVE	44,295	122	6	7	0	0	0	7
TOTALS	1,424,865	5,893	458	127	20	1	2	104

As of: December 31, 2006

Source: Illinois Department of Financial and Professional Regulation - Division of Insurance

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